



Los Altos and Woodland Libraries

September 2020



August 17 to August 31

	Los Altos Library	Woodland Library
Items Checked Out	10,380	2,485
Items Returned	9,405	3,202

Existing Holds Requests as of 8/31

Los Altos: 12,120
Woodland: 4,711



Wi-Fi Expansion Into the Parking Lot

- Los Altos Library has extended free Wi-Fi into the parking lot
- The Wi-Fi will be available from the parking lots 24/7 for patrons to access from the safety of their cars and/or outdoors
- Free Wi-Fi signs will be installed in each library parking lot in September



Career Online High School



- SCCLD is partnering with Career Online High School, an accredited online high school diploma and career certification program.
- Graduates of the program earn a High School Diploma, opening doors to more opportunities in life
- SCCLD will offer 10 scholarships to qualified applicants.
- All learning is completed online and is self-paced, available 24 hours a day, 7 days a week.
- For more information about the program, visit <https://www.careeronlinehs.gale.com/ca/the-program/faqs/>

Quarantine Process

- ▶ Returned materials are being quarantined for **96 hours** for the safety of our patrons and staff
- ▶ Rigid case audio materials are given one extra day of quarantine in accordance with the most recent data published
- ▶ Currently SCCLD is not charging late fees
- ▶ Our quarantine time for returned material is based on the published data produced by the Institute of Museum and Library Services (IMLS) and OCLC working in partnership with Battelle
- ▶ For the latest details on the study visit:

<https://www.webjunction.org/news/webjunction/test3-results.html>



LIBRARY RETURNS

Please place items
in bin provided

Items will be quarantined for 3-4 days
and will remain on your account until
processed.
No receipts are available.

**There are NO LATE FINES
on any materials
returned at this time.**

Los Altos (650) 275-7762



MEDIA RETURNS

BOOK RETURNS

GLOBAL



Current Services at Los Altos Library

- **Appointment based pick up for contactless service from the back door**
 - Patrons arrive and based on their car description we bring out their holds
 - Or they can call a staff member on their phone
- **Walk up service by the entrance**
 - Patrons without an appointment can wait in line to get their holds from staff
 - Patrons can ask for book bundles for kids, teens and adult items
- **Returns in bins outside during curbside service hours**
 - Black bins are kept by the entrance and back door for patrons to return items
 - Two bins at each location split between books and media items



Current Services at Woodland Library

- **Appointment based pick up for contactless service in the parking lot**
 - Patrons arrive and based on their car description we bring out their holds
 - Or they can call a staff member on their phone
- **Walk up service by the entrance**
 - Patrons without an appointment can wait in line to get their holds from staff
 - Patrons can ask for book bundles for kids
- **Returns in bin outside during curbside service hours**
 - A black bin is kept by the entrance for patrons to return items

Virtual Programs September

<https://scclld.org/events>



Virtual Film Discussion (9/5, 9/12, 9/19 & 9/26)



SCORE: Simple Steps For Starting Your Business
(9/3, 9/10, 9/17 & 10/1)



Laughter Yoga for Stress Relief (9/2 & 9/9)



Storytime Online for different age groups &
bilingual (various dates and times weekly)



Kids Art Club (9/1 & 9/15)



STEAM Club (9/8 & 9/22)



Change in Service Hours

- Starting **Sep 8**, SCCLD will begin offering evening curbside services at all Libraries in order to provide more options for our patrons



	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Los Altos	3-7pm	3-7pm	1-5pm	1-5pm	1-5pm	1-5pm
Woodland	1-5pm	1-5pm	3-7pm	3-7pm	1-5pm	1-5pm

Woodland Library Temporary Closure



- Staff shortage at both Los Altos Library and Woodland Library has made providing consistent service challenging
 - Retirement
 - Disaster Service Work
 - Contact Tracing
- Currently Woodland serves an average of 60-90 patrons a day
- Woodland space does not allow us to quarantine our returns and provide safe access to the facility for the community



Staffing Challenges at Los Altos Library

Vacancies

- 2 part time clerks
- 2 part time pages
- 5 extra help pages

Disaster Service Work/Contact Tracing

- 1 full time clerk
- 2 part time clerks
- 1 part time page
- 1 part time library assistant
- 1 full time librarian

Down the equivalent of 5 Full Time Employees: 200+ Weekly Hours of Staffing

Safety Concerns About Reopening Woodland

Limited storage space for quarantining returned items makes reopening to the public impractical

The smaller space makes social distancing for staff and patrons difficult

The HVAC system at Woodland Library is not adjustable for unhealthy air quality

Lack of overhead cover outside the building makes curbside services dangerous during poor weather or lighting conditions

Past closures due to poor environmental conditions have led to confusion and an unsatisfactory experience for our community members



Consolidating Staff at Los Altos Library

- More staff to provide curbside services and help with processing backlog of hold requests
- Allows for the flexibility to continue services in the face of
 - Sickness
 - Time off requests
 - Assisting Santa Clara County with disaster service work
- More staff will enable us to plan for more services at the main branch

Timeline



Patrons will be given advanced notice of the planned changes, so they have time to pick up their holds currently at Woodland



We will reassess the status of Woodland Library at each stage that we are cleared to reopen to greater capacity